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TO: Economic Support Supervisors
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W-2 Agencies
Workforce Development Boards
Job Center Leads and Managers

FROM: Amy Mendel-Clemens
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Bureau of Eligibility Management
Division of Health Care Financing

BEM/DWS OPERATIONS MEMO

No: 05-23

DATE: 07/08/2005

FS	<input type="checkbox"/>	MA	<input type="checkbox"/>	SC	<input checked="" type="checkbox"/>
CTS	<input type="checkbox"/>	CC	<input type="checkbox"/>	W-2	<input type="checkbox"/>
FSET	<input type="checkbox"/>	EA	<input type="checkbox"/>	CF	<input type="checkbox"/>
JAL	<input type="checkbox"/>	JC	<input type="checkbox"/>	RAP	<input type="checkbox"/>
WIA	<input type="checkbox"/>	Other	EP	<input type="checkbox"/>	★

PRIORITY: HIGH

SUBJECT: **Automation of Manually Generated CARES Letters for SeniorCare**

CROSS REFERENCE: CARES Guide Chapter 14, 14.2.1

EFFECTIVE DATE: June 24, 2005

PURPOSE

CARES notice functionality has been programmed to produce system generated letters for SeniorCare cases. This memo presents the new CARES letters that can now be generated by CAPO workers. These letters will appear in case history and can be viewed by any one with appropriate security access.

BACKGROUND

Prior to this enhancement, CAPO workers sent manual requests to SeniorCare participants if further information or verification was needed. Copies of these letters were required to be in paper files stored at the CAPO. This enhancement will automate much of this manual work relating to these requests for information.

CARES

Currently, CAPO workers manually complete requests for verification or additional information. Effective with this change, a CAPO worker can use CARES to issue manually generated letters to SeniorCare recipients/applicants.

NEW CARES GENERATED LETTERS FOR SENIORCARE

CARES Code	Letter Name	Letter Description
NSC1	Income Verification	Request verification of income
NSC2	Request for Information	Request additional information to process application
NSC3	Authorized Rep.	Designate Authorized Representative
NSC4	Country of Origin	Request country of origin for individual
NSC5	Fee No App	Request Application - Application fee was received without an application
NSC6	Fee No PPRA	Enrollment fee received after renewal date

PROCEDURE

1. To access the new letters, enter <CNSL> in the NEXT TRAN field and <c> for case, </> forward slash, and <case number> for the desired case, in the PARMS field and hit <ENTER>. The preformatted letter containing the recipient's name and address will display.

NOTE ➤ Review the address listed to determine that the address brought forward is the address to where you wish the letter mailed.

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CNSL          CREATE STANDARD TEXT LETTER          05/16/02 07:31
STATUS INDICATOR : W          PRINTER ID: ABCD1234  XCTA13 N MEIER
CASE/REF/WD DIN  : 0100503004          CAT :          SEQUENCE : 0
LTR TYPE/ACTION/COUNTY/VER : 009901
DESC
NAME          : PENELOPE          PITSTOP
ADDRESS       : NUMBER          UNIT DIR ST/RURAL RT/BOX#          SUF DIR APT
               231          _   _   PITROAD          RD   _   _
LINE-2 :
CITY : TALLEDEGA          STATE : WI          ZIP : 55555

PF13 PRINT & MENU  PF14 PRINT  PF15 NEXT ADDR  PF16 ADD TXT
NEXT TRAN: _   _   PARMS: W/0100503004

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2. Enter the code for the appropriate letter in the <LTR TYPE/ACTION/COUNTY/VER> field to get the standard text letter. You can also find the appropriate code for the letters by entering a <#> sign in this field and hitting <ENTER>. This will take you to table TNLL, Standard Notice/Letter list. Select the desired letter and hit <ENTER> twice to display the requested letter.

3. An alternative method of calling up the desired letter, when you know the letter number, is to enter all the necessary information in the <PARMS> field. For example:
c/310756234/sc/01/nsc1

C= Case

Case Number = 3110756234

SC= for SC

01= the sequence, could also be 02

NSC1= the standard letter you want to bring up

CARES will fill in the standard text and will highlight the areas that need to be entered by the worker. Add the necessary information and then choose one of the following options:

- PF13 PRINT & MENU. Prints the letter and returns the worker to the Notice Subsystem Menu, or
- PF14 PRINT. Prints the letter.

Fold the letter so that the address appears in the window envelope, mail letter to the recipient.

NOTE ➤ Only letters that have been printed will be saved to CARES notice history. For more information on using standard letters see chapter 14.2.1 in the CARES guide.

ATTACHMENTS

The following letters are attached to this memo:

- Income Verification
- Request for Information
- Authorized Representative
- Country of Origin
- Fee Received, No Application
- Fee Received, No PPRA

CONTACTS

BEM CARES Information & Problem Resolution Center

★Program Categories – FS – FoodShare, MA – Medicaid, SC – SeniorCare, CTS – Caretaker Supplement, CC – Child Care, W-2 – Wisconsin Works, FSET – Food Stamp Employment and Training, CF – Children First, EA – Emergency Assistance, JAL – Job Access Loan, JC - Job Center Programs, RAP – Refugee Assistance Program, WIA – Workforce Investment Act, Other EP – Other Employment Programs.

DHFS/DHCF/BEM/JE